



12 JAN, 2025

Thumbs up for Sentuhan Madani kiosks

New Sunday Times, Malaysia

90 KEY SERVICES

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PUTRAJAYA: Though less than a week old, the first Sentuhan Madani kiosks already seem to have their fair share of admirers.

The six kiosks at the Alamanda Shopping Centre offer extended-hour access to more than 90 key services, and many living and working in the area are making a beeline to try them out.

"I feel this is one of the best services so far," said Siti Asma Yusof, who used the Road Transport Department kiosk to print her road tax.

The 35-year-old administrative assistant used just a few minutes of her lunch break to get her road tax, a task she said would take a while if she had to go to a Road Transport Department (RTD) office.

"With this, even if there's a crowd, it's not a problem because each person doesn't take long to use it," she said, adding that she even had enough time to check for outstanding summonses.

Siti said multiple payment

methods, including debit cards, online banking, and e-wallets, also made it easier for users.

Launched by Prime Minister Datuk Seri Anwar Ibrahim, the six kiosks allow users to access services from six key agencies.

They are the RTD, Tenaga Nasional Berhad, Employees Provident Fund (EPF), Pos Laju, Companies Commission of Malaysia (SSM) and MyDigital ID.

Each kiosk's interface has clear on-screen instructions that guide users, step by step.

The services offered are similar to those available online and at government departments.

For instance, at the RTD kiosk, users can manage vehicle grants, renew their road tax, and check or pay fines.

The kiosks also allow users to complete transactions on the spot and instantly print documents, like vehicle grants and road tax stickers.

The SSM kiosk provides more than SSM-related services. It al-

lows users to pay their water and utility bills across different states, purchase prepaid top-ups, and even repay National Higher Education Fund Corporation (PTPTN) loans.

Ummi Farzana Fazil, 28, who used the MyDigital ID kiosk, said it was so easy that she managed to renew her Digital ID in less than one minute.

"It makes things easier for me because previously, to renew my MyDigital ID, I had to search for specific places that provided the service. All it requires is our identity card and scanned fingerprint. It's much more convenient compared to having to look for designated places to renew the MyDigital ID," said the government servant.

Ummi was not the only one to complete her errands quickly.

Checks by the NST showed 15 people using the kiosks during their lunch break, with most finishing their errands in mere minutes.



Launched by Prime Minister Datuk Seri Anwar Ibrahim, the Sentuhan Madani kiosks in Putrajaya allow users to access services from six key agencies. NSTP PIC BY MOHD FADLI HAMZAH

Nur Aliya Rosli, 31, said she has shared the news about the kiosk with her friends.

"I was surprised that we had this at a shopping centre.

"I think more kiosks like this should be installed in other places, maybe in areas with large crowds."

Announced under the 2025 Budget, the initiative aims to modernise and improve public service delivery to better meet the needs of the people.

The next kiosk is set to be installed at KL Sentral and is expected to begin operations by the end of next month.



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